

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California  
Department of Technology Services

Statewide Telecommunications  
and Network Division

Category:

**Telecommunications  
Systems & Services**

Chapter Title:

**Introduction**

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## POLICY

### *Performance of Services*

***The engineering, installation or modification and maintenance of state-owned or leased telecommunications systems is accomplished through the Statewide Telecommunications and Network Division (STND). Agencies must obtain STND approval prior to contracting for any of these services with an outside vendor.***

The Department of Technology Services (DTS) mandated its Statewide Telecommunications and Network Division to implement Government Code section 11541. Government Code section 11541 authorizes the DTS to acquire, install, equip, maintain and operate new or existing communications systems and facilities.

### *Telecommunications Services*

***Government Code sections 11541-11542 authorize the DTS to direct the consolidation and joint use of telecommunications system resources used by state agencies. State agencies are required to utilize contracts issued by STND to obtain voice and data services, and the use of the state consolidated network for voice services is mandatory unless granted specific waiver by the STND.***

Providing telecommunications technology is expensive and it requires highly skilled, trained staff to manage and operate. A key factor to cost-effective implementation and use of this technology is the concept of economy of scale. The ability to spread the cost for purchase, operation and maintenance over a large base of users allows the state to develop, provide and expand services at the lowest overall cost.

Economy of scale allows the state to:

- Leverage its purchasing power as a single entity,
- Maximize the use of its infrastructure including equipment, support systems and trunks,
- Reduce redundant and duplicative networks, and
- Reduce staff requirements by centralizing oversight and management and utilizing existing dedicated staff.

Considering the above philosophy, the STND develops, implements and manages a variety of communications services that are designed to accommodate multiple state agency users. The STND refers to this manner of services as “consolidated”; the STND directly offers these services or provides them through contractual agreement with various vendors.

***State agencies shall utilize consolidated services whenever and wherever available. If an agency's required telecommunications service is not currently provided by an STND contract or consolidated service, the agency must contact STND to obtain the service. If it is determined by STND to be economically and technically feasible to the state as a whole, the service will be provided in a consolidated manner. If STND determines that the functionality cannot feasibly be provided via a consolidated service, the STND may obtain the service on behalf of the agency or grant a project delegation authorizing the agency to obtain the requested service via other authorized procurement processes.***

See **Chapter 0443.0** for information on delegation.

## **PRIVATE BRANCH EXCHANGE (PBX) AND HYBRID SYSTEMS**

It is the general policy of the STND to **not** authorize the installation and configuration of a PBX or hybrid switch behind a consolidated CALDEX, Centrex or CentraNet system. This includes the installation of systems that duplicate features and services already offered by a consolidated arrangement such as ACD and voice mail respectively. A PBX, hybrid switch, stand-alone ACD and voice mail system:

- Duplicate the consolidated system switch functions and increase service costs,
- Increase the level of complexity for problem resolution,
- Often create a conflict with dialing procedures, and
- Increase the possibility of making certain enhanced features inaccessible after they are implemented on the primary switch.

## **CONSOLIDATED SERVICES**

Telecommunications is an essential business enabler to state government. The state's telecommunications infrastructure should be leveraged to streamline business processes, enhance interagency and intergovernmental coordination and to rapidly deliver quality services to the People of California.

The following is a list of consolidated services that are addressed in more detail in the subsequent chapters.

### **STATEWIDE TELECOMMUNICATIONS AND NETWORK DIVISION SERVICES**

- CALNET Long Distance Services: Switched and Dedicated access, CALNET Toll Free and CALNET Card,

- CALNET Data Services: Frame-Relay, Switched 56 KB and Dedicated,
- CALNET Fiber Services,
- CALNET Videoconferencing Services,
- CALDEX Services: Basic Line; Enhanced Business Service; Automatic Call Distribution (ACD); Management Information System (MIS); CompuCall; Uniform Call Distribution (UCD); Administrative Change Order System (ACORDS) and Voice mail,
- Consulting Services, and
- State Information and Directory Services.

**CONTRACTED SERVICES**

- Centrex and associated features (metropolitan locations Pacific Bell territory),
- CentraNet and associated features (metropolitan locations GTE territory),
- IntraLATA Message Toll Service (Pacific Bell and GTE territory),
- Voice Mail/ Interactive Voice Response (voice processing services from Pacific Bell and GTE),
- InterLATA private line data services (MCI Master Contract),
- IntraLATA ADN and T1 data services (Pacific Bell territory), and
- Payphone (STND Master Services Agreement).

The following is a list of non-exclusive contracts for non-consolidated services that are addressed in more detail in the subsequent chapters. These services are available for optional use by state agencies.

- State Calling Service (SCS) — Cellular, and
- Personal Communications Systems (PCS).

***See Chapter 0101.0, DTS-STND Reference Guide, for all DTS-STND contact information referenced within this chapter.***